

User Support Training Needs Assessment

This training is intended to prepare volunteers to support users at Community Access sites and requires good computer and Internet skills. Please take a few minutes to think about whether you are ready for this session by answering the following questions.

| I Know and Feel Comfortable Using the Following Skills: | Yes | No |
|---|------------|-----------|
| Word Processing | | |
| - Selecting/blocking text in a document | | |
| - Cutting, copying and pasting text in a document | | |
| - Formatting text (bold, italics, underline, change colour) | | |
| Email | | |
| - Attaching files to an Email | | |
| - Saving an Email attachment | | |
| - Using a listserv | | |
| - The differences between Reply, Forward and Re-directing Email | | |
| Internet | | |
| - Newsgroups | | |
| - Using Boolean operators in a search | | |
| - Downloading files and programs | | |
| - Plug-in's | | |

If you answered "Yes" to **less than 5 of the questions above**, we *strongly recommend* you take the Basics Skills class and spend some time practicing before you register for this User Support Skills session.

Note: If you register for the User Support Skills session it will be assumed that you have some experience and are comfortable with using Windows based computers and the Internet. This is to ensure that everyone is at a similar knowledge level.

Round 1 Training Dates for User Support Skills

- Friday, Sept 21 at **Vancouver Community Networks (411 Dunsmuir Street)**
- Friday, Oct 12 at **Vancouver Community Networks (411 Dunsmuir Street)**
- Saturday, Oct. 27 at **Vancouver Community Networks (411 Dunsmuir Street)**

All classes are from 9:00 am until 4:00 pm

Each organization can register a maximum of two (2) people. Remember each person registering must fill in his or her own Needs Assessment and Registration form. Space is limited to 12 people

Please print

Organization Name: _____

Phone Number: _____

Name of Person attending: _____

Phone number (if different than Organization Number): _____

Please fax this completed registration form to 604-257-3808.

Further information: 604-257-3806